

ANALYSIS OF THIRD-PARTY MAINTENANCE

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1ST SERVICE TECH
2 FLEMING
IRVINE, CA 92718
(714) 581-0333

Percent growth 1986: 20%
Years active in TPM: 13

THE COMPANY

Service Locations:	2	Total Service Employees:	10
Repair Depots:	2	Total Service Management:	3
Parts Depots:	2	Field Engineers:	5
		Field Support Specialists:	2

Geographic Coverage: CALIFORNIA

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

PRINTRONIX, C.ITOH, DATAPRODUCTS, QMS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

BUSINESS BASE

On-Site Service	90%	Contract Based Service	80%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	20%

Prime time hourly per call rate is \$ 75.



3M/EQUIPMENT SERVICE SUPPORT

3M CENTER
ST. PAUL, MN 55144
(612) 731-6586

1985 TPM Revenues: \$ 20.0 million
Percent growth 1986: 98%
Years active in TPM: 3

THE COMPANY

Service Locations: 250
Repair Depots: 250
Parts Depots: 250

Total Service Employees: 1500

Field Engineers: 1000
Field Support Specialists: 500

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

DEC, DATAPRODUCTS, LEAR SIEGLER, AT&T, HEWLETT-PACKARD, IBM, COMPAQ, TALLGRASS, MOUNTAIN, IOMEGA, DCA, QUADRAM, NEC, ZENITH, HAYES, RACAL-VADIC, TEXAS INSTRUMENTS, EPSON, DIABLO, QUME, OKIDATA, TOSHIBA, TELEVIDEO, AST, HERCULES, ANADEK, RIXON AND OTHERS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 80%
Depot Repair 2%
Remote Support Services 18%

BUSINESS BASE

Contract Based Service 85%
Flat Fee Per Incident 0%
Hourly/Per Call 15%



ACT DUMONT

4 WEIGLEY
IRVINE, CA 92714
(714) 770-6575

1985 TPM Revenues: \$ 2.5 million
Percent growth 1986: 35%
Years active in TPM: 5

THE COMPANY

Service Locations: 3
Repair Depots: 3

Total Service Employees: 80
Total Service Management: 8
Field Engineers: 64
Field Support Specialists: 8

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

ALL MAJOR BRANDS OF DISK DRIVES.

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 0%
Depot Repair 99%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 0%
Flat Fee Per Incident 100%
Hourly/Per Call 0%



ADVANCED TECHNOLOGY SVCS, INC
2000 WASHINGTON STREET
EAST PEORIA, IL 61611
(309) 698-5700

Years active in TPM: 1

THE COMPANY

Service Locations:	2	Total Service Employees:	55
Repair Depots:	2		
Parts Depots:	1	Field Engineers:	40

Geographic Coverage: CENTRAL ILLINOIS, INDIANA, IOWA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, DEC, COMPAQ, EPSON

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u> </u> Software Maintenance	<u>x</u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

BUSINESS BASE

On-Site Service	47%	Contract Based Service	60%
Depot Repair	48%	Flat Fee Per Incident	30%
Remote Support Services	5%	Hourly/Per Call	10%

Prime time hourly per call rate is \$ 65.



AFI/DATATROL

BRENT DRIVE

HUDSON, MA 02154

(617) 568-1411

Years active in TPM: 17

THE COMPANY

Service Locations: 60

Repair Depots: 60

Total Service Employees: 200

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

DATATROL, DEC, OTHERS

SERVICES PROVIDED

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> Manufacturer Warranty | <input checked="" type="checkbox"/> Installation/Relocation | <input checked="" type="checkbox"/> Refurbishment |
| <input type="checkbox"/> Preventive Maintenance | <input type="checkbox"/> Remedial Maintenance | <input checked="" type="checkbox"/> Training |
| <input checked="" type="checkbox"/> Engineering Changes | <input checked="" type="checkbox"/> Conversion Upgrade | <input type="checkbox"/> Disaster Recovery |
| <input type="checkbox"/> Software Maintenance | <input checked="" type="checkbox"/> Programming/Consulting | <input type="checkbox"/> File Conversion |
| <input checked="" type="checkbox"/> Equipment Sale/Lease | | |



AMERICAN COMPUTER ENGINEERS

11175 FLINTKOTE AVENUE
SAN DIEGO, CA 92121
(619) 587-9002

1985 TPM Revenues: \$ 1.0 million
Percent growth 1986: 10%
Years active in TPM: 8

THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	5
Parts Depots:	1	Field Engineers:	3
		Field Support Specialists:	6

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

DEC, CIPHER, IBM, KAYPRO, ADDS, AMDEK, C. ITOH, CENTRONICS, CDC, DIABLO, EPSON, ESPRIT, FUJITSU, HP, IBM, KENNEDY, LEAR SIEGLER, MANNESMANN TALLY, MEMOREX, MICO, MOTOROLA, NEC, OKIDATA, PERKIN ELMER, PERTEC, PRIAM, TANDON, WYSE, XEROX, MANY MORE

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	40%
Depot Repair	35%
Remote Support Services	25%

BUSINESS BASE

Contract Based Service	50%
Flat Fee Per Incident	10%
Hourly/Per Call	40%

Prime time hourly per call rate is \$ 45.



AMERICAN COMPUTER HARDWARE CO.

2205 SOUTH WRIGHT AVENUE

SANTA ANA, CA 92705

(714) 549-2688

Percent growth 1986: 30%

Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	12
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	8
		Field Support Specialists:	12

Geographic Coverage: NATIONWIDE DEPOT; SOUTHERN CALIFORNIA ON-SITE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

DATAPRODUCTS, DEC, STAR, C.ITOH

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	Disaster Recovery
Software Maintenance	<u>x</u> Programming/Consulting	File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES**BUSINESS BASE**

On-Site Service	25%	Contract Based Service	20%
Depot Repair	75%	Flat Fee Per Incident	15%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is \$ 60.



AMERICAN DIGITAL COMPANY

12720 HILLCROFT
HOUSTON, TX 77085
(713) 729-5800

1985 TPM Revenues: \$ 1.0 million
Percent growth 1986: 30%
Years active in TPM: 5

THE COMPANY

Service Locations:	1	Total Service Employees:	4
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	4
		Field Support Specialists:	3

Geographic Coverage: NATIONWIDE DEPOT; HOUSTON ON-SITE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DEC AND DEC COMPATIBLES

SERVICES PROVIDED

<u> </u> Manufacturer Warranty	<u> x </u>	<u> </u> Installation/Relocation	<u> x </u>	<u> </u> Refurbishment
<u> x </u> Preventive Maintenance	<u> x </u>	<u> </u> Remedial Maintenance	<u> x </u>	<u> </u> Training
<u> x </u> Engineering Changes	<u> x </u>	<u> </u> Conversion Upgrade	<u> x </u>	<u> </u> Disaster Recovery
<u> x </u> Software Maintenance	<u> x </u>	<u> </u> Programming/Consulting	<u> </u>	<u> </u> File Conversion
<u> x </u> Equipment Sale/Lease				

SERVICE DELIVERY MODES

On-Site Service	55%
Depot Repair	30%
Remote Support Services	15%

BUSINESS BASE

Contract Based Service	50%
Flat Fee Per Incident	25%
Hourly/Per Call	25%

Prime time hourly per call rate is \$ 80.



APPLIED MAGNETICS
150 BINFIELD STREET
ELKHORN, NE 68022
(402) 289-2400

1985 TPM Revenues: \$ 6.8 million
Percent growth 1986: 20%
Years active in TPM: 9

THE COMPANY

Service Locations:	2	Total Service Employees:	60
Repair Depots:	2		
Parts Depots:	2		

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

IBM, HP, DEC, DG, MEMOREX

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	99%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%



ARGOS, INCORPORATED

1485 W. SHAW

FRESNO, CA 93711

(209) 221-7211

Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	2
		Field Engineers:	2
		Field Support Specialists:	3

Geographic Coverage: NORTHERN CA, CENTRAL VALLEY

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

KAYPRO, NEC, OKIDATA, CORDATA, OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u> </u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u> </u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	70%
Depot Repair	27%
Remote Support Services	3%

BUSINESS BASE

Contract Based Service	20%
Flat Fee Per Incident	0%
Hourly/Per Call	90%



ASJ SUPPORT SERVICES

3950 DOW ROAD
MELBOURNE, FL 32935
(305) 242 2002

1985 TPM Revenues: \$ 7.5 million
Percent growth 1986: 40%
Years active in TPM: 7

THE COMPANY

Service Locations: 16
Repair Depots: 2

Total Service Employees: 55
Total Service Management: 4
Field Engineers: 40
Field Support Specialists: 10

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Peripherals

BRANDS SERVICED

DEC, DG, CDC, CALMA, CENTRONICS, CIPHER, APOLLO, VERSTEC, CALCOMP

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u> </u> Software Maintenance	<u>x</u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 100%
Depot Repair 0%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 80%
Flat Fee Per Incident 15%
Hourly/Per Call 5%

Prime time hourly per call rate is \$ 75.



AVNET COMPUTER TECHNOLOGIES

10000 WEST 76TH STREET
MINNEAPOLIS, MN 55344
(612) 944-1114

1985 TPM Revenues: \$ 3.0 million
Percent growth 1986: 20%
Years active in TPM: 17

THE COMPANY

Service Locations: 25
Repair Depots: 25
Parts Depots: 1

Total Service Employees: 61
Total Service Management: 4
Field Engineers: 46
Field Support Specialists: 7

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, AT&T, TEXAS INSTRUMENTS, WYSE, ADDS, DEC, TELEVIDEO, DIABLO, OKIDATA, FUJITSU, ESPRIT

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	Disaster Recovery
<input type="checkbox"/> Software Maintenance	Programming/Consulting	File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 70%
Depot Repair 30%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 60%
Flat Fee Per Incident 5%
Hourly/Per Call 35%

Prime time hourly per call rate is \$ 70.



BAUM CONTROL SYSTEMS, INC.

DBA THE COMPUTING CENTER
410 E. UPLAND ROAD
ITHICA, NY 14850
(607) 257-3524

1985 TPM Revenues: \$ 2.0 million
Percent growth 1986: 10%
Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	3
Repair Depots:	1	Total Service Management:	1
Parts Depots:	1	Field Engineers:	2
		Field Support Specialists:	2

Geographic Coverage: CENTRAL NEW YORK

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

ZENITH, HP, DMC, OKIDATA, LEADING EDGE

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u> </u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	50%
Depot Repair	40%
Remote Support Services	10%

BUSINESS BASE

Contract Based Service	60%
Flat Fee Per Incident	10%
Hourly/Per Call	30%

Prime time hourly per call rate is \$ 55.



BENCHMARK COMPUTER SYSTEMS

200 1ST AVENUE WEST
SEATTLE, WA 98119
(206) 285-0380

1985 TPM Revenues: \$ 2.0 million
Percent growth 1986: 10%
Years active in TPM: 14

THE COMPANY

Service Locations:	1	Total Service Employees:	14
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	8
		Field Support Specialists:	4

Geographic Coverage: WASHINGTON STATE, ALASKA

PRODUCTS SERVICED

- Mainframes
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, COMPAQ, TEXAS INSTRUMENTS, CADO

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	9%
Remote Support Services	1%

BUSINESS BASE

Contract Based Service	70%
Flat Fee Per Incident	0%
Hourly/Per Call	30%

Prime time hourly per call rate is \$ 95.



BESCO

HIGHWAY 45 NORTH
COLUMBUS, MS 39701
(601) 328-6860

Years active in TPM: 29

THE COMPANY

Service Locations:	2	Total Service Employees:	30
Repair Depots:	2	Total Service Management:	2
Parts Depots:	2	Field Engineers:	28
		Field Support Specialists:	2

Geographic Coverage: SOUTH EASTERN U.S.

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Office products

BRANDS SERVICED

IBM, DG, APPLE, LEADING EDGE, OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	75%
Depot Repair	22%
Remote Support Services	3%

BUSINESS BASE

Contract Based Service	50%
Flat Fee Per Incident	5%
Hourly/Per Call	45%

Prime time hourly per call rate is \$ 75.



BUSINESS EQUIPMENT HOUSE, INC.

2934 W. MONTROSE AVENUE
CHICAGO, IL 60618
(312) 478-3800

1985 TPM Revenues: \$ 3.0 million

Years active in TPM: 25

THE COMPANY

Service Locations:	3	Total Service Employees:	14
Repair Depots:	1	Total Service Management:	1
Parts Depots:	1	Field Engineers:	13

Geographic Coverage: GREATER CHICAGO AREA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

PRIME, BURROUGHS, NCR, OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	75%
Flat Fee Per Incident	0%
Hourly/Per Call	25%

Prime time hourly per call rate is \$ 55.



BYTEX CORPORATION
1003 W. 6TH STREET
AUSTIN, TX 78731
(512) 479-8800

1985 TPM Revenues: \$ 3.0 million

Years active in TPM: 5

THE COMPANY

Service Locations:	3	Total Service Employees:	9
Repair Depots:	3	Total Service Management:	1
Parts Depots:	3	Field Engineers:	7
		Field Support Specialists:	1

Geographic Coverage: SOUTH TEXAS

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, COMPAQ, APPLE, EPSON, OKIDATA, FORTUNE, COMPUCORE, OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u> </u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	80%
Depot Repair	15%
Remote Support Services	5%

BUSINESS BASE

Contract Based Service	60%
Flat Fee Per Incident	0%
Hourly/Per Call	40%

Prime time hourly per call rate is \$ 75.



C & L TERMINALS, INCORPORATED

1215 S.E. IVON

PORTLAND, OR 97202

(503) 231-0333

Percent growth 1986: 5%

Years active in TPM: 15

THE COMPANY

Service Locations:	5	Total Service Employees:	20
Repair Depots:	5	Total Service Management:	3
Parts Depots:	5	Field Engineers:	6
		Field Support Specialists:	5

Geographic Coverage: NORTHWESTERN U.S.

PRODUCTS SERVICED

- Peripherals
- Telecommunications

BRANDS SERVICEDDEC, PERKIN-ELMER, LEAR SIEGLER, QUME, TELETYPE, OKIDATA, ADDS, TELEVIDEO,
TEXAS INSTRUMENTS, DIABLO, COMMODORE, C.ITOH, DATATEC, MULTIDATA**SERVICES PROVIDED**

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	50%
Depot Repair	50%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	50%
Flat Fee Per Incident	50%
Hourly/Per Call	0%

Prime time hourly per call rate is \$ 50.



CAMEX INDUSTRIES
456 CONSTITUTION AVENUE
CAMARILLO, CA 93010
(805) 987-8628

Years active in TPM: 5

THE COMPANY

Service Locations:	1	Total Service Employees:	19
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	3
		Field Support Specialists:	12

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

CDC

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

BUSINESS BASE

On-Site Service	5%	Contract Based Service	0%
Depot Repair	95%	Flat Fee Per Incident	75%
Remote Support Services	0%	Hourly/Per Call	25%

Prime time hourly per call rate is \$ 50.



CIRCUIT TEST, INCORPORATED
12749 W. HILLSBOROUGH AVENUE
TAMPA, FL 33615
(813) 855-6685

Years active in TPM: 5

THE COMPANY

Service Locations:	1	Total Service Employees:	45
Repair Depots:	1	Total Service Management:	4
		Field Support Specialists:	31

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

CDC, OTHERS

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	99%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	100%
Flat Fee Per Incident	0%
Hourly/Per Call	0%



CIRVIS, INCORPORATED

P.O. BOX 1096

HUNTINGTON BEACH, CA 92647

(714) 891-2000

1985 TPM Revenues: \$ 0.5 million

Years active in TPM: 13

THE COMPANY

Service Locations:	1	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	6

Geographic Coverage: SOUTHERN CALIFORNIA

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

ALTOS, APPLE, COLUMBIA, COMPAQ, CROMENCO, IBM, OSBORNE, SONY, ADDS, PLEXUS, ZENITH, KAYPRO, BEEHIVE, HAZELTINE, LEAR SEIGLER, ANACOM, PERKIN-ELMER, ANADEX, CENTRONICS, DIABLO, EPSON, OKIDATA, XEROX, CDC, PRINTRONIX, QUME, NEC, TOSHIBA, CENTURY, MORE

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	49%
Depot Repair	2%
Remote Support Services	49%

BUSINESS BASE

Contract Based Service	70%
Flat Fee Per Incident	10%
Hourly/Per Call	20%

Prime time hourly per call rate is \$ 65.



CMG COMPUTER SERVICES
187 BILLERICA ROAD
CHELMSFORD, MA 01824
(617) 256-6698

Years active in TPM: 5

THE COMPANY

Service Locations:	1	Total Service Employees:	5
Repair Depots:	1	Total Service Management:	5
Parts Depots:	1	Field Engineers:	5
		Field Support Specialists:	5

Geographic Coverage: DEPOT NATIONWIDE; NEW ENGLAND ONSITE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

BUSINESS BASE

On-Site Service	30%	Contract Based Service	0%
Depot Repair	70%	Flat Fee Per Incident	70%
Remote Support Services	0%	Hourly/Per Call	30%

Prime time hourly per call rate is \$ 65.



COGITO DATA SYSTEMS
90 WALL STREET
PRINCETON, NJ 08540
(609) 924-7200

1985 TPM Revenues: \$ 6.0 million
Percent growth 1986: 10%
Years active in TPM: 17

THE COMPANY

Service Locations:	3	Total Service Employees:	150
Repair Depots:	1	Total Service Management:	15
Parts Depots:	1	Field Engineers:	90
		Field Support Specialists:	45

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

BURROUGHS, CONVERGENT TECHNOLOGIES

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u> </u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	40%
Depot Repair	60%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	80%
Flat Fee Per Incident	0%
Hourly/Per Call	20%



COMDISCO, INCORPORATED

6400 SHAFER COURT
ROSEMONT, IL 60018
(312) 698-3000

1985 TPM Revenues: \$ 6.0 million

Years active in TPM: 17

THE COMPANY

Service Locations: 17
Repair Depots: 1

Total Service Employees: 45

Field Engineers: 28

Field Support Specialists: 9

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 99%
Depot Repair 0%
Remote Support Services 1%

BUSINESS BASE

Contract Based Service 70%
Flat Fee Per Incident 30%
Hourly/Per Call 0%



COMPUPAIR

6875 E. EVANS
SUITE 101
DENVER, CO 80274
(303) 692-8380

1985 TPM Revenues: \$ 0.5 million
Percent growth 1986: 35%
Years active in TPM: 4

THE COMPANY

Service Locations:	1	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	5
		Field Support Specialists:	2

Geographic Coverage: COLORADO

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

ALTOS, COLUMBIA, COMPAQ, CONVERGENT TECHNOLOGIES, IBM, IMS, KAYPRO, PANASONIC, PLEXUS, TELEVIDEO, ADDS, LEAR SIEGLER, QUME, TELEVIDEO, CDC, MITSUBISHI, SHUGART, TANDON, TEAC, SEAGATE, NEC, GE, C. ITOH, PANASONIC, OKIDATA, TEXAS INSTRUMENTS, AND OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	40%
Depot Repair	60%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	20%
Flat Fee Per Incident	0%
Hourly/Per Call	80%

Prime time hourly per call rate is \$ 50.



COMPUTECH

2317 SOUTH DANVILLE
ABILENE, TX 79605
(915) 692-9141

1985 TPM Revenues: \$ 1.2 million
Percent growth 1986: 10%
Years active in TPM: 10

THE COMPANY

Service Locations:	3	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	1
Parts Depots:	3	Field Engineers:	8
		Field Support Specialists:	1

Geographic Coverage: WEST TEXAS

PRODUCTS SERVICED

- Minicomputers
- Peripherals

BRANDS SERVICED

IBM, DECISION DATA, DATAPRODUCTS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	95%
Depot Repair	5%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	90%
Flat Fee Per Incident	5%
Hourly/Per Call	5%

Prime time hourly per call rate is \$120.



COMPUTER BOARD REPAIR DEPOT

177 IDEMA ROAD
MARKHAM, ONTARIO
CANADA L3R1A9,
(416) 475-7590

1985 TPM Revenues: \$ 0.9 million
Percent growth 1986: 40%
Years active in TPM: 6

THE COMPANY

Service Locations:	1	Total Service Employees:	15
Repair Depots:	1	Total Service Management:	3
		Field Support Specialists:	1

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

ALTOS, AMDEK, APPLE, AST, BROTHER, CENTRONICS, C.ITOH, 3COM, WYSE, COMPAQ, CORDATA, DATAPRODUCTS, DIABLO, DEC, CIPHER, EPSON, HAYES, IBM, OKIDATA, NEC, XEROX, TALLGRASS, MANNESMAN TALLY, PRINTRONIX, LEAR SIEGLER, QUADRAM, PERSYST, ZENITH, OTHERS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	10%
Flat Fee Per Incident	80%
Hourly/Per Call	10%

Prime time hourly per call rate is \$ 50.



COMPUTER ENTRY SYSTEMS/AOM

271 SCHILLING CIRCLE
HUNT VALLEY, MD 21031
(301) 683-5900

1985 TPM Revenues: \$ 27.2 million
Percent growth 1986: 30%
Years active in TPM: 4

THE COMPANY

Service Locations: 22	Total Service Employees: 550
Repair Depots: 4	Total Service Management: 130
Parts Depots: 22	Field Engineers: 420

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

AMPEX, APPLE, CENTRONICS, CENTURY, CHARLES RIVER, DG, DATAPRODUCTS, DATA SOUTH, DEC, DIABLO, EPSON, FUJITSU, IBM, LEAR SIEGLER, QUME, TOSHIBA, SOBAR, TOSHIBA, TELEVIDEO, TALLY, PRINTRONIX, CDC, CALCOMP, COMPAQ, CIPHER, AND MORE

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	75%
Depot Repair	23%
Remote Support Services	2%

BUSINESS BASE

Contract Based Service	98%
Flat Fee Per Incident	2%
Hourly/Per Call	0%

Prime time hourly per call rate is \$ 90.



COMPUTER HARDWARE MAINTENANCE

528 STREET ROAD

SOUTHAMPTON, PA 18966

(215) 364-4444

Percent growth 1986: 30%

Years active in TPM: 14

THE COMPANY

Service Locations: 4

Repair Depots: 2

Total Service Employees: 40

Total Service Management: 6

Field Engineers: 34

Geographic Coverage: PHILADELPHIA (PA) AREA

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, AT&T, COMPAQ, ZENITH, EPSON

SERVICES PROVIDED☒ Manufacturer Warranty☒ Preventive Maintenance☒ Engineering Changes☐ Software Maintenance☒ Equipment Sale/Lease☒ Installation/Relocation☒ Remedial Maintenance☒ Conversion Upgrade☐ Programming/Consulting☒ Refurbishment☒ Training☐ Disaster Recovery☐ File Conversion**SERVICE DELIVERY MODES**

On-Site Service 80%

Depot Repair 20%

Remote Support Services 0%

BUSINESS BASE

Contract Based Service 95%

Flat Fee Per Incident 0%

Hourly/Per Call 5%



COMPUTER MAINTENANCE CORP.

405 MARRY HILL PARKWAY
E. RUTHERFORD, NJ 07073
(201) 896-0707

1985 TPM Revenues: \$ 6.0 million

Years active in TPM: 8

THE COMPANY

Service Locations:	7	Total Service Employees:	135
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	30
		Field Support Specialists:	5

Geographic Coverage: NEW ENGLAND

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Office products

BRANDS SERVICED

IBM, DEC, APPLE, PERTEC, DG, CDC, COMPAQ

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	Disaster Recovery
Software Maintenance	Programming/Consulting	File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	50%
Depot Repair	50%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	75%
Flat Fee Per Incident	0%
Hourly/Per Call	25%

Prime time hourly per call rate is \$ 80.



COMPUTER REPAIR CENTER
19 NORFOLK AVENUE
SOUTH EASTON, MA 02375
(617) 238-2090

1985 TPM Revenues: \$ 3.5 million

Years active in TPM: 6

THE COMPANY

Service Locations:	8	Total Service Employees:	40
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	15
		Field Support Specialists:	10

Geographic Coverage: NATIONWIDE DEPOT; NEW ENGLAND ONSITE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

BUSINESS BASE

On-Site Service	50%	Contract Based Service	50%
Depot Repair	50%	Flat Fee Per Incident	40%
Remote Support Services	0%	Hourly/Per Call	10%

Prime time hourly per call rate is \$ 80.



COMPUTER SALES & SERVICE

621 DISTRIBUTOR ROW
SUITE B
HARAHAN, LA 70123
(504) 733-5116

Percent growth 1986: 50%
Years active in TPM: 8

THE COMPANY

Service Locations:	3	Total Service Employees:	20
Repair Depots:	1	Total Service Management:	4
Parts Depots:	3	Field Engineers:	5

Geographic Coverage: SOUTHEASTERN U.S.

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL, ZENITH, GENERAL AUTOMATION

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	80%
Depot Repair	10%
Remote Support Services	10%

BUSINESS BASE

Contract Based Service	95%
Flat Fee Per Incident	0%
Hourly/Per Call	5%

The first part of the paper discusses the importance of the role of the state in the development of the economy. It argues that the state should play a leading role in the development of the economy, particularly in the areas of infrastructure, education, and health. The second part of the paper discusses the importance of the role of the private sector in the development of the economy. It argues that the private sector should play a leading role in the development of the economy, particularly in the areas of innovation, investment, and employment. The third part of the paper discusses the importance of the role of the public sector in the development of the economy. It argues that the public sector should play a leading role in the development of the economy, particularly in the areas of social services, infrastructure, and education. The fourth part of the paper discusses the importance of the role of the non-profit sector in the development of the economy. It argues that the non-profit sector should play a leading role in the development of the economy, particularly in the areas of social services, infrastructure, and education. The fifth part of the paper discusses the importance of the role of the voluntary sector in the development of the economy. It argues that the voluntary sector should play a leading role in the development of the economy, particularly in the areas of social services, infrastructure, and education. The sixth part of the paper discusses the importance of the role of the community in the development of the economy. It argues that the community should play a leading role in the development of the economy, particularly in the areas of social services, infrastructure, and education. The seventh part of the paper discusses the importance of the role of the family in the development of the economy. It argues that the family should play a leading role in the development of the economy, particularly in the areas of social services, infrastructure, and education. The eighth part of the paper discusses the importance of the role of the individual in the development of the economy. It argues that the individual should play a leading role in the development of the economy, particularly in the areas of social services, infrastructure, and education. The ninth part of the paper discusses the importance of the role of the nation in the development of the economy. It argues that the nation should play a leading role in the development of the economy, particularly in the areas of social services, infrastructure, and education. The tenth part of the paper discusses the importance of the role of the world in the development of the economy. It argues that the world should play a leading role in the development of the economy, particularly in the areas of social services, infrastructure, and education.

COMPUTER TECHNOLOGY, INC.

1442 W. COLLINS AVENUE
UNIT B
ORANGE, CA 92667
(714) 538-2344

1985 TPM Revenues: \$ 0.4 million
Percent growth 1986: 75%
Years active in TPM: 8

THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	1
Parts Depots:	1	Field Engineers:	2
		Field Support Specialists:	2

Geographic Coverage: GREATER LA AREA, ORANGE COUNTY

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL

SERVICES PROVIDED

<u> </u> Manufacturer Warranty	<u> x </u>	<u> </u> Installation/Relocation	<u> x </u>	<u> </u> Refurbishment
<u> x </u> Preventive Maintenance	<u> x </u>	<u> </u> Remedial Maintenance	<u> x </u>	<u> </u> Training
<u> x </u> Engineering Changes	<u> x </u>	<u> </u> Conversion Upgrade	<u> x </u>	<u> </u> Disaster Recovery
<u> x </u> Software Maintenance	<u> </u>	<u> </u> Programming/Consulting	<u> x </u>	<u> </u> File Conversion
<u> x </u> Equipment Sale/Lease	<u> </u>			

SERVICE DELIVERY MODES

On-Site Service 60%
Depot Repair 30%
Remote Support Services 10%

BUSINESS BASE

Contract Based Service 80%
Flat Fee Per Incident 10%
Hourly/Per Call 10%

Prime time hourly per call rate is \$ 50.



COMSEL

8453-N TYCO ROAD
VIENNA, VA 22180
(703) 734-3880

1985 TPM Revenues: \$ 0.8 million
Percent growth 1986: 20%
Years active in TPM: 8

THE COMPANY

Service Locations:	1	Total Service Employees:	8
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	4
		Field Support Specialists:	3

Geographic Coverage: RICHMOND (VA) TO BALTIMORE (MD)

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

DEC, AT&T, CENTRONICS, ESPRIT, DCA, ANDERSON JACOBSEN, TELEVIDEO, WYSE, VISUAL, TEXAS INSTRUMENTS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 80%
Depot Repair 15%
Remote Support Services 5%

BUSINESS BASE

Contract Based Service 80%
Flat Fee Per Incident 0%
Hourly/Per Call 20%

Prime time hourly per call rate is \$ 60.



CPX, INCORPORATED
21900 PLUMMER STREET
CHATSWORTH, CA 91311
(818) 709-4003

1985 TPM Revenues: \$ 13.5 million
Percent growth 1986: 15%
Years active in TPM: 10

THE COMPANY

Service Locations:	8	Total Service Employees:	75
Repair Depots:	3	Total Service Management:	7
Parts Depots:	3	Field Engineers:	10
		Field Support Specialists:	58

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, CDC, DEC, DG, AMPEX, CENTURY DATA, FUJITSU, MEMOREX, STC, TELEX, ARCHIVE, CIPHER, KENNEDY, PERTEC, WANGCO, HONEYWELL, AT&T, COMPUTERVISION, OTHERS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	99%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%



CRT SYSTEMS, INCORPORATED

480 ROLAND WAY
OAKLAND, CA 94621
(415) 430-8870

1985 TPM Revenues: \$ 1.0 million
Percent growth 1986: 50%
Years active in TPM: 23

THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	6
		Field Support Specialists:	2

Geographic Coverage: NORTHERN CALIFORNIA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

BURROUGHS, STAR TECHNOLOGIES, POINT 4, PRINTRONIX, DATA SOUTH, ADDS, TEXAS
INSTRUMENTS, WYSE, TELEVIDEO, NEC, MAXTOR, CENTURY, PRIAM, IDP, ANADIX, DEC,
DIABLO, C. ITOH, CENTRONICS, HAYES, MICOM, RACAL-VADIC, CIPHER, FUJITSU, CDC,
MANY OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u> </u> Training
<u> </u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u> </u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	80%
Depot Repair	20%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	85%
Flat Fee Per Incident	0%
Hourly/Per Call	15%

Prime time hourly per call rate is \$ 76.



CUSTOM COMPUTER SPECIALIST INC
1775 EXPRESS DRIVE, NORTH
HAUPPAUGE, NY 11788
(516) 582-6699

Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	1
		Field Engineers:	3
		Field Support Specialists:	2

Geographic Coverage: EAST COAST

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

APPLE, CROMMENCO, HP, IBM, SEIKO, LEADING EDGE, NCR

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

BUSINESS BASE

On-Site Service	40%	Contract Based Service	30%
Depot Repair	60%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	70%

Prime time hourly per call rate is \$ 75.



DATA ACCESS SYSTEMS, INC.

P.O. BOX 1230

BLACKWOOD, NJ 08012

(609) 228-0700

Years active in TPM: 17

THE COMPANY

Service Locations: 27
Repair Depots: 14

Total Service Employees: 94
Total Service Management: 9
Field Engineers: 77
Field Support Specialists: 8

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

AT&T, TEXAS INSTRUMENTS, DIABLO, IBM, C.ITOH, RIXON, DEC, EAGLE, WYSE, EPSON, OTHERS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES**BUSINESS BASE**

On-Site Service	80%	Contract Based Service	80%
Depot Repair	20%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	20%

Prime time hourly per call rate is \$ 75.



DATA ENTRY, INCORPORATED

402 SOUTHLAKE BLVD.

SUITE 1000

ALTAMONTE SPRINGS, FL 32701

(305) 339-5062

1985 TPM Revenues: \$ 1.0 million

Years active in TPM: 12

THE COMPANY

Service Locations: 6
Repair Depots: 1
Parts Depots: 1

Total Service Employees: 22
Total Service Management: 2
Field Engineers: 18
Field Support Specialists: 2

Geographic Coverage: FLORIDA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL, DEC, GENERAL AUTOMATION, POINT 4, OTHERS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES**BUSINESS BASE**

On-Site Service 95%

Contract Based Service 90%

Depot Repair 5%

Flat Fee Per Incident 5%

Remote Support Services 0%

Hourly/Per Call 5%

Prime time hourly per call rate is \$ 85.



DATA PRODUCTS MAINTENANCE

9460 TELSTAR AVENUE
UNIT 3
EL MONTE, CA 91731
(818) 350-4191

1985 TPM Revenues: \$ 1.3 million
Percent growth 1986: 20%
Years active in TPM: 16

THE COMPANY

Service Locations:	4	Total Service Employees:	13
Repair Depots:	4	Total Service Management:	3
Parts Depots:	4	Field Engineers:	12
		Field Support Specialists:	3

Geographic Coverage: SOUTHERN CALIFORNIA

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

AT&T, IBM, COMPAQ, DEC, CDC, C.IOTH, CENTRONICS, TEXAS INSTRUMENTS, TELEX,
OKIDATA, COMPAQ, WYSE, OTHER BRANDS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u> </u> File Conversion
<u> </u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	40%
Depot Repair	60%
Remote Support Services	20%

BUSINESS BASE

Contract Based Service	97%
Flat Fee Per Incident	0%
Hourly/Per Call	3%

Prime time hourly per call rate is \$ 65.



DATA TECH/RELIANCE INC.
1020 S. 344TH STREET
SUITE #212
FEDERAL WAY, WA 98003
(206) 952-2440

Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	21
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	5
		Field Support Specialists:	12

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

SEAGATE, SHUGART, TANDON, CDC, EPSON, MITSUBISHI, QUME, SANYO, TEAC, TEC,
TOSHIBA, ALL MAJOR DISK MANUFACTURERS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	99%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%



DATAGATE, INCORPORATED
1971 TEROB COURT
MILPITAS, CA 95035
(408) 946-6222

1985 TPM Revenues: \$ 5.0 million

Years active in TPM: 8

THE COMPANY

Service Locations: 22
Repair Depots: 2
Parts Depots: 2

Total Service Employees: 100

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals
- Office products

BRANDS SERVICED

HEWLETT-PACKARD

SERVICES PROVIDED

<u> </u> Manufacturer Warranty	<u> x </u>	<u> </u> Installation/Relocation	<u> x </u>	<u> </u> Refurbishment
<u> x </u> Preventive Maintenance	<u> x </u>	<u> </u> Remedial Maintenance	<u> x </u>	<u> </u> Training
<u> x </u> Engineering Changes	<u> x </u>	<u> </u> Conversion Upgrade	<u> </u>	<u> </u> Disaster Recovery
<u> </u> Software Maintenance	<u> </u>	<u> </u> Programming/Consulting	<u> </u>	<u> </u> File Conversion
<u> x </u> Equipment Sale/Lease	<u> </u>			

SERVICE DELIVERY MODES

On-Site Service 80%
Depot Repair 20%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 98%
Flat Fee Per Incident 0%
Hourly/Per Call 2%

Prime time hourly per call rate is \$ 85.



DATANON SERVICES

361 RANDY ROAD
CAROL STREAM, IL 60188
(312) 665-1919

Years active in TPM: 2

THE COMPANY

Service Locations:	5	Total Service Employees:	22
Repair Depots:	5	Total Service Management:	4
		Field Engineers:	15
		Field Support Specialists:	3

Geographic Coverage: NORTH CENTRAL U.S.

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/>	Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/>	Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/>	Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/>	Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease			

SERVICE DELIVERY MODES

On-Site Service	70%
Depot Repair	30%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	90%
Flat Fee Per Incident	0%
Hourly/Per Call	10%

Prime time hourly per call rate is \$130.



DELPHI DATA SYSTEMS CORP.

3425 MEADOW VIEW DRIVE
RIVERSIDE, CA 92503
(714) 689-7408

1985 TPM Revenues: \$ 0.5 million
Percent growth 1986: 30%
Years active in TPM: 11

THE COMPANY

Service Locations:	1	Total Service Employees:	4
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	4
		Field Support Specialists:	4

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED**DATA GENERAL****SERVICES PROVIDED**

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	35%
Depot Repair	35%
Remote Support Services	30%

BUSINESS BASE

Contract Based Service	60%
Flat Fee Per Incident	20%
Hourly/Per Call	20%

Prime time hourly per call rate is \$ 80.



DELTA COMPUTEC

1580 EMERSON STREET
P.O. BOX 60679
ROCHESTER, NY 14606
(716) 458-2560

Years active in TPM: 9

THE COMPANY

Service Locations: 12
Repair Depots: 2

Total Service Employees: 50

Field Engineers: 35
Field Support Specialists: 4

Geographic Coverage: EAST COAST, TEXAS

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED**DATA GENERAL****SERVICES PROVIDED**

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u> </u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u> </u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		



DELTA DATA SYSTEMS CORPORATION
2595 METROPOLITAN DRIVE
TREVOST, PA 19047
(215) 322-5400

Years active in TPM: 6

THE COMPANY

Service Locations: 10
Repair Depots: 3

Total Service Employees: 65
Field Engineers: 65

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals
- Office products

BRANDS SERVICED

IBM, BEEHIVE, OKIDATA, DEC, BURROUGHS, C.ITOH, DATA SOUTH, QUME, OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 95%
Depot Repair 5%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 99%
Flat Fee Per Incident 0%
Hourly/Per Call 1%

Prime time hourly per call rate is \$ 85.



DISKTEC CORPORATION
1106 WISTERWOOD
HOUSTON, TX 77043
(713) 932-6583

Years active in TPM: 1

THE COMPANY

Service Locations:	1	Total Service Employees:	11
Repair Depots:	1	Total Service Management:	3
		Field Engineers:	2
		Field Support Specialists:	6

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

SEAGATE, MINISCRIBE, TANDON, RODINE, SHUGART, CDC, MITSUBISHI, TEAC, AND OTHERS

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

BUSINESS BASE

On-Site Service	0%	Contract Based Service	0%
Depot Repair	100%	Flat Fee Per Incident	100%
Remote Support Services	0%	Hourly/Per Call	0%



DMA, INCORPORATED

611 DEVELOPMENT BLVD.

AMERY, WI 54001

(715) 268-8106

1985 TPM Revenues: \$ 2.0 million

Percent growth 1986: 25%

Years active in TPM: 10

THE COMPANY

Service Locations:	1	Total Service Employees:	20
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	3
		Field Support Specialists:	13

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

AMPEX, CDC, DG, DEC, FUJI, GTE, HARRIS, HP, HAZELTINE, INTEL, LITTON, MOTOROLA, NCR, NIXDORF, TEXAS INSTRUMENTS, PERKIN ELMER, PERTEK, 3M, GE, LEAR SIEGLER, TELEVIDEO, VISUAL, SHUGART, POINT 4, OTHERS

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	15%
Flat Fee Per Incident	85%
Hourly/Per Call	0%



DYNALECTRON SERVICE NETWORK

1875 WHIPPLE ROAD
HAYWARD, CA 94544
(408) 489-6996

1985 TPM Revenues: \$ 0.7 million

Years active in TPM: 40

THE COMPANY

Service Locations: 4
Repair Depots: 4

Total Service Management: 150

Field Support Specialists: 27

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DEC, AMPEX, CDC, DIABLO, MEMOREX, MITSUBISHI, TANDON, TEAC, DG, HP, BURROUGHS, DATARAM, HARRIS, HONEYWELL, INTEL, MONOLITHIC, MOSTEK, NCR, XEROX, MPI, COMPAQ, IBM, KENNEDY, WYSE, NEC, CENTURY, RODIME, QUANTUM, SEAGATE, TANDON, MINISCRIBE, AND MORE

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 0%
Depot Repair 100%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 0%
Flat Fee Per Incident 0%
Hourly/Per Call 0%



E.F. INDUSTRIES

12624 DAPHNE AVENUE
HAWTHORNE, CA 90250
(213) 777-4070

1985 TPM Revenues: \$ 12.5 million
Percent growth 1986: 25%
Years active in TPM: 16

THE COMPANY

Service Locations:	5	Total Service Employees:	20
Repair Depots:	5	Total Service Management:	1
Parts Depots:	5	Field Engineers:	8
		Field Support Specialists:	13

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, SDS, WYSE, ALTOS, GE, DIABLO, CMI, TALLY, SHUGART, DG, CIPHER, WANGCO, PERKIN
ELMER, CENTURY, CDC, INFOSCRIBE, NEC, BROTHER, SDM, OLIVETTI, DATUM, OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u> </u> Software Maintenance	<u> </u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	40%
Depot Repair	50%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	33%
Flat Fee Per Incident	33%
Hourly/Per Call	33%

Prime time hourly per call rate is \$ 85.



EATON CORPORATION

DATA SYSTEMS SERVICE DIVISION
5875 GREEN VALLEY
CULVER CITY, CA 90230
(703) 922-5500

1985 TPM Revenues: \$ 28.0 million
Percent growth 1986: 8%
Years active in TPM: 27

THE COMPANY

Service Locations:	90	Total Service Employees:	400
Repair Depots:	11	Total Service Management:	40
Parts Depots:	11	Field Engineers:	360

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DEC, DATA GENERAL, PERKIN ELMER, IBM

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/>	Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/>	Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/>	Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/>	Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease			

SERVICE DELIVERY MODES

On-Site Service	100%
Depot Repair	0%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	100%
Flat Fee Per Incident	0%
Hourly/Per Call	0%



ELECTRONIC ENGINEERING COMPANY

6896 WEST SNOWVILLE ROAD
BREEKSVILLE, OH 44141
(216) 526-4350

Percent growth 1986: 25%
Years active in TPM: 12

THE COMPANY

Service Locations:	8	Total Service Employees:	175
Repair Depots:	8	Total Service Management:	25
Parts Depots:	8	Field Engineers:	105
		Field Support Specialists:	45

Geographic Coverage: OHIO, KENTUCKY

PRODUCTS SERVICED

- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

ROLM, ISOETEC, TELCORESEARCH, SUMONA FOUR, OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	5%
Remote Support Services	5%

BUSINESS BASE

Contract Based Service	85%
Flat Fee Per Incident	10%
Hourly/Per Call	5%

Prime time hourly per call rate is \$ 55.



ELECTRONIC SERVICE SPECIALISTS

NORTH 92 WEST 14612,
ANTHONY AVENUE
MENOMANCE FALLS, WI 53051
(414) 255-4634

Years active in TPM: 9

THE COMPANY

Service Locations:	1	Total Service Employees:	52
Repair Depots:	1	Total Service Management:	3
		Field Engineers:	20
		Field Support Specialists:	29

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, DEC

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES**BUSINESS BASE**

On-Site Service	0%	Contract Based Service	0%
Depot Repair	99%	Flat Fee Per Incident	95%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is \$ 50.



FISHER SCIENTIFIC COMPANY

145 DELTA DRIVE
PITTSBURGH, PA 15238
(412) 963-1669

Percent growth 1986: 5%
Years active in TPM: 60

THE COMPANY

Service Locations: 43
Repair Depots: 16
Parts Depots: 1

Total Service Employees: 175
Total Service Management: 20
Field Engineers: 116
Field Support Specialists: 39

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, COMMODORE, FRANKLIN, OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u> </u> Software Maintenance	<u> </u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES**BUSINESS BASE**

On-Site Service 70%

Contract Based Service 66%

Depot Repair 30%

Flat Fee Per Incident 0%

Remote Support Services 0%

Hourly/Per Call 33%

Prime time hourly per call rate is \$ 80.



GEIGER & KROGH, INCORPORATED

4910 IRIS STREET
WHEATRIDGE, CO 80033
(303) 431-4236

1985 TPM Revenues: \$ 0.8 million
Percent growth 1986: 10%
Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	7

Geographic Coverage: COLORADO

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED**MAJOR BRANDS****SERVICES PROVIDED**

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES**BUSINESS BASE**

On-Site Service	1%	Contract Based Service	85%
Depot Repair	99%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	15%

Prime time hourly per call rate is \$ 25.



GENERAL DIAGNOSTICS, INC.

1308 MAHALO PLACE
COMPTON, CA 90220
(213) 639-5080

1985 TPM Revenues: \$ 3.8 million

Years active in TPM: 5

THE COMPANY

Service Locations:	4	Total Service Employees:	85
Repair Depots:	4	Total Service Management:	4
Parts Depots:	4	Field Support Specialists:	61

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

AMDEK, ADDS, ANADEx, CENTRONICS, CENTURY, CIE, CIPHER, DIABLO, DG, CDC, DATAPRINTER, DATA SOUTH, DEC, EPSON, ESPRIT, HAZELTINE, IBM, JUKI, MITSUBISHI, NEC, OKIDATA, PERKIN ELMER, PERTEC, POINT 4, PRINTRONIX, QUME, SHUGART, TANDON, ZENITH, MORE

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	20%
Flat Fee Per Incident	70%
Hourly/Per Call	10%



GREYHOUND CAPITAL CORPORATION

2426 SOUTH 7TH STREET

PHOENIX, AZ 85034

(800) 528-0357

Percent growth 1986: 40%

Years active in TPM: 4

THE COMPANY

Service Locations: 15

Repair Depots: 15

Parts Depots: 15

Total Service Employees: 29

Total Service Management: 4

Field Engineers: 22

Field Support Specialists: 3

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICEDIBM, AMDEK, TANDY, DG, AT&T, DEC, BURROUGHS, HONEYWELL, XEROX, NEC, DATAMAXX,
OKIDATA, HAYES, EPSON, HP**SERVICES PROVIDED**

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 98%

Depot Repair 2%

Remote Support Services 0%

BUSINESS BASE

Contract Based Service 99%

Flat Fee Per Incident 0%

Hourly/Per Call 1%

Prime time hourly per call rate is \$125.



H & M DISK DRIVE SERVICES

1101 E. PACIFICO AVENUE
ANAHEIM, CA 92805
(714) 385-1146

1985 TPM Revenues: \$ 0.8 million
Percent growth 1986: 40%
Years active in TPM: 6

THE COMPANY

Service Locations:	1	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	1
		Field Support Specialists:	6

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

ALL DISK DRIVE MANUFACTURERS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES**BUSINESS BASE**

On-Site Service	0%	Contract Based Service	0%
Depot Repair	99%	Flat Fee Per Incident	50%
Remote Support Services	0%	Hourly/Per Call	50%

Prime time hourly per call rate is \$ 25.



HALTRONICS CORPORATION

9741 CANOGA AVENUE
CHATSWORTH, CA 91311
(818) 341-9303

1985 TPM Revenues: \$ 4.5 million
Percent growth 1986: 25%
Years active in TPM: 10

THE COMPANY

Service Locations:	1	Total Service Employees:	37
Repair Depots:	1	Total Service Management:	7
		Field Engineers:	30

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

NCR, HONEYWELL, IBM, SPERRY-UNIVAC, PERTEC

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	65%
Flat Fee Per Incident	35%
Hourly/Per Call	0%



HANSON DATA SYSTEMS

60 BRIGHAM STREET
MARLBORO, MA 01752
(617) 481-3901

1985 TPM Revenues: \$ 4.5 million
Percent growth 1986: 40%
Years active in TPM: 5

THE COMPANY

Service Locations:	6	Total Service Employees:	40
Repair Depots:	1	Total Service Management:	2
Parts Depots:	8	Field Engineers:	17
		Field Support Specialists:	1

Geographic Coverage: NEW YORK CITY, NEW ENGLAND

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

DG AND COMPATIBLES, FUJITSU, CDC, LOGIC, KENNEDY, CIPHER, WANGCO, DATAPRODUCTS, C.ITOH, ADM, ESPRIT, TELEVIDEO, IBM

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	75%
Depot Repair	25%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	90%
Flat Fee Per Incident	5%
Hourly/Per Call	5%

Prime time hourly per call rate is \$ 85.



INACOMP COMPUTER CENTERS, INC.

1824 WEST MAPLE
TROY, MI 48084
(313) 649-0910

Percent growth 1986: 20%
Years active in TPM: 10

THE COMPANY

Service Locations: 70
Repair Depots: 70
Parts Depots: 70

Total Service Employees: 150
Total Service Management: 15
Field Engineers: 115
Field Support Specialists: 20

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, APPLE, COMPAQ, AT&T

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 50%
Depot Repair 40%
Remote Support Services 10%

BUSINESS BASE

Contract Based Service 20%
Flat Fee Per Incident 0%
Hourly/Per Call 80%

Prime time hourly per call rate is \$ 75.



INTEGRATED AUTOMATION
1745 TULLIE CIRCLE, N.E.
ATLANTA, GA 30329
(404) 325-8100

1985 TPM Revenues: \$ 10.0 million
Years active in TPM: 10

THE COMPANY

Service Locations:	3	Total Service Employees:	225
Repair Depots:	3	Total Service Management:	225
		Field Engineers:	4

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, APPLE, TANDY, MOST MAJOR BRANDS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u> </u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	90%
Flat Fee Per Incident	0%
Hourly/Per Call	10%

Prime time hourly per call rate is \$ 72.



INTEGRATED SYSTEMS GROUP, INC.

920 EAST BROADWAY
GLENDALE, CA 91205
(818) 502-1414

1985 TPM Revenues: \$ 10.0 million

Years active in TPM: 17

THE COMPANY

Service Locations: 5
Repair Depots: 5

Total Service Management: 5
Field Engineers: 28
Field Support Specialists: 3

Geographic Coverage: CALIFORNIA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

ALPHA MICRO, APPLIED DIGITAL, CONVERGENT TECHNOLOGIES, CDC, STAR, AND OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES**BUSINESS BASE**

On-Site Service 85%

Contract Based Service 80%

Depot Repair 15%

Flat Fee Per Incident 2%

Remote Support Services 0%

Hourly/Per Call 18%

Prime time hourly per call rate is \$ 80.



LOGICAL SOLUTIONS COMPANY, INC

BOX 308

EAST HOLDEN, ME 04429

(207) 989-3863

1985 TPM Revenues: \$ 10.0 million

Percent growth 1986: 30%

Years active in TPM: 8

THE COMPANY

Service Locations:	6	Total Service Employees:	31
Repair Depots:	2	Total Service Management:	3
Parts Depots:	1	Field Engineers:	25
		Field Support Specialists:	3

Geographic Coverage: NEW ENGLAND

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

DATA GENERAL, ALTOS, NOVA, HAZELTINE, PRINTRONIX, DIABLO, ONYX

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	90%
Flat Fee Per Incident	0%
Hourly/Per Call	10%

Prime time hourly per call rate is \$ 60.



M/A-COM INFORMATION SYSTEMS

5515 SECURITY LANE
SUITE 1100
ROCKVILLE, MD 20852
(301) 984-3636

Years active in TPM: 20

THE COMPANY

Service Locations:	70	Total Service Employees:	270
Repair Depots:	8	Total Service Management:	20
Parts Depots:	8	Field Engineers:	220
		Field Support Specialists:	30

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

ANDERSON JACOBSON, GDC, HAYES, PENRIL, DEC, DATA SOUTH, OKIDATA, OLIVETTI, TEXAS
INSTRUMENTS, CONVERGENT, LEAR SEIGLER, VISUAL, AST, IBM, AT&T TECMAR, AMDEK,
COMPAQ, OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	2%
Remote Support Services	8%

BUSINESS BASE

Contract Based Service	85%
Flat Fee Per Incident	0%
Hourly/Per Call	15%

Prime time hourly per call rate is \$ 70.

IV-U-65



MAGNETIC RECOVERY TECHNOLOGIES

25431 RYE CANYON ROAD
VALENCIA, CA 91355
(805) 257-2262

1985 TPM Revenues: \$ 10.0 million
Percent growth 1986: 10%
Years active in TPM: 12

THE COMPANY

Service Locations:	1	Total Service Employees:	45
Repair Depots:	1	Total Service Management:	6
		Field Support Specialists:	39

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

ALL MANUFACTURES OF MAGNETIC TAPE HEADS

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES**BUSINESS BASE**

On-Site Service	0%	Contract Based Service	0%
Depot Repair	100%	Flat Fee Per Incident	100%
Remote Support Services	0%	Hourly/Per Call	0%



MAGRETECH

7300 HOLLISTER AVENUE
GOLETA, CA 93117
(805) 685-4551

1985 TPM Revenues: \$ 2.5 million
Percent growth 1986: 7%
Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	36
Repair Depots:	1	Total Service Management:	6
Parts Depots:	1	Field Engineers:	28
		Field Support Specialists:	2

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

CDC, DEC, MITSUBISHI, MPI, QUME, SHUGART, TANDON, TEAC, OTHERS

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 0%
Depot Repair 100%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 0%
Flat Fee Per Incident 100%
Hourly/Per Call 0%



MICROAGE COMPUTERS

8620 WOLFF CT.
WESTMINSTER, CO 80030
(303) 427-2121

1985 TPM Revenues: \$ 10.0 million
Percent growth 1986: 68%
Years active in TPM: 12

THE COMPANY

Service Locations:	1	Total Service Employees:	5
Repair Depots:	1	Field Engineers:	5

Geographic Coverage: COLORADO, SOUTHERN WYOMING, WESTERN NEBRASKA

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, AT&T, COMPAQ, EPSON, TOSHIBA, OKIDATA, NEC, AND MORE

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u> </u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u>x</u> Software Maintenance	<u> </u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	95%
Depot Repair	5%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	50%
Flat Fee Per Incident	15%
Hourly/Per Call	35%



MOORE BUSINESS SYSTEMS

2204 I-35 WEST
P.O. BOX 3761
DENTON, TX 76201
(817) 566-1411

1985 TPM Revenues: \$ 10.0 million
Percent growth 1986: 58%
Years active in TPM: 2

THE COMPANY

Service Locations: 130
Repair Depots: 20
Parts Depots: 130

Total Service Employees: 275
Total Service Management: 28
Field Engineers: 240
Field Support Specialists: 6

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

IBM, TEXAS INSTRUMENTS, ANADEx, APPLE, COMPAQ, HP, AT&T, ONYX, ALTOS, HAZELTINE, COBRA, OKIDATA, EPSON, TELEVIDEO

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u> </u> Software Maintenance	<u> </u> Programming/Consulting	<u>x</u> File Conversion
<u> </u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 60%
Depot Repair 40%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 50%
Flat Fee Per Incident 0%
Hourly/Per Call 50%

Prime time hourly per call rate is \$ 74.



MOSLER, INCORPORATED
1561 GRAND BLVD.
HAMILTON, OH 45012
(513) 870-1046

Years active in TPM: 3

THE COMPANY

Service Locations: 85
Repair Depots: 85
Parts Depots: 85

Total Service Employees: 1100
Total Service Management: 150
Field Engineers: 1100
Field Support Specialists: 35

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

IBM, COMPAQ, EPSON, TOSHIBA, COMSAT, AND OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u> </u> Software Maintenance	<u> </u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

BUSINESS BASE

On-Site Service 99%
Depot Repair 1%
Remote Support Services 0%

Contract Based Service 75%
Flat Fee Per Incident 0%
Hourly/Per Call 25%

Prime time hourly per call rate is \$ 64.



NATIONAL ADVANCED SYSTEMS
800 EAST MIDDLEFIELD ROAD
P.O. BOX 7300
MOUNTAIN VIEW, CA 94042
(415) 962-6100

1985 TPM Revenues: \$ 10.0 million
Percent growth 1986: 40%
Years active in TPM: 8

THE COMPANY

Service Locations: 30
Repair Depots: 2

Total Service Employees: 450
Total Service Management: 126
Field Engineers: 260
Field Support Specialists: 64

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals
- Office products

BRANDS SERVICED

IBM, MAGNUSON, CDC, STC, TELEX, LENCOM, DEC, SEQUENT, HITACHI, SENTINEL, AND MORE

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u> </u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 85%
Depot Repair 15%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 80%
Flat Fee Per Incident 0%
Hourly/Per Call 20%

Prime time hourly per call rate is \$140.



NCR CORPORATION

9391 WASHINGTON CHURCH ROAD
MIAMISBURG, OH 45342
(513) 439-8600

1985 TPM Revenues: \$ 12.0 million

Years active in TPM: 3

THE COMPANY

Service Locations: 400
Repair Depots: 400
Parts Depots: 327

Total Service Employees: 9163
Total Service Management: 655
Field Engineers: 6345
Field Support Specialists: 917

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

ADDS, AMDEK, AST, C.ITOH, CENTRONICS, COMPAQ, CONVERGENT, DATASOUTH,
DATAPRODUCTS, DIABLO, EPSON, GENICOM, HAYES, HERCULES, HP, IBM, ICOT, NCR, NEC,
OKIDATA, PRINTRONIX, ANADEX, QUADRAM, QMS, SYSGEN, TECMAR, TI, WYSE, ZENITH,
MANY MORE

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 98%
Depot Repair 0%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 93%
Flat Fee Per Incident 0%
Hourly/Per Call 7%

Prime time hourly per call rate is \$ 82.



NEW YORK REPAIR DEPOT

50 W. 23RD STREET
NEW YORK, NY 10018
(212) 741-3800

Percent growth 1986: 25%
Years active in TPM: 7

THE COMPANY

Service Locations: 1
Repair Depots: 1
Parts Depots: 1

Total Service Employees: 22
Total Service Management: 5
Field Engineers: 8
Field Support Specialists: 9

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, DEC, ROCKWELL COLLINS

SERVICES PROVIDED

<u> </u> Manufacturer Warranty	<u> x </u>	<u> </u> Installation/Relocation	<u> x </u>	<u> </u> Refurbishment
<u> x </u> Preventive Maintenance	<u> x </u>	<u> </u> Remedial Maintenance	<u> x </u>	<u> </u> Training
<u> x </u> Engineering Changes	<u> x </u>	<u> </u> Conversion Upgrade	<u> x </u>	<u> </u> Disaster Recovery
<u> x </u> Software Maintenance	<u> x </u>	<u> </u> Programming/Consulting	<u> x </u>	<u> </u> File Conversion
<u> x </u> Equipment Sale/Lease				

SERVICE DELIVERY MODES

On-Site Service 25%
Depot Repair 70%
Remote Support Services 5%

BUSINESS BASE

Contract Based Service 15%
Flat Fee Per Incident 70%
Hourly/Per Call 15%

Prime time hourly per call rate is \$ 75.



NT'NL COMPUTER COMMUNICATIONS

260 WEST AVENUE
P.O. BOX 602
STAMFORD, CT 06904
(203) 357-0004

1985 TPM Revenues: \$ 10.0 million
Percent growth 1986: 15%
Years active in TPM: 12

THE COMPANY

Service Locations:	7	Total Service Employees:	30
Repair Depots:	2		
Parts Depots:	2	Field Engineers:	25

Geographic Coverage: NORTHEASTERN U.S.

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

DEC, RACAL VADIC, DIABLO, OKIDATA, EPSON, TELEVIDEO, TELTYPE, TEXAS
INSTRUMENTS, DIGITAL ENGINEERING, IBM, C.ITOH, HP, DATAPRODUCTS, MICOM, CTI,
OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u> </u> Training
<u>x</u> Engineering Changes	<u> </u> Conversion Upgrade	<u> </u> Disaster Recovery
<u> </u> Software Maintenance	<u> </u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	0%
Hourly/Per Call	0%

Prime time hourly per call rate is \$ 55.



NT'NL UNLIMITED BUSINESS SYS.

1967 WESTCHESTER AVENUE
BRONX, NY 10462
(212) 597-1160

1985 TPM Revenues: \$ 3.5 million
Percent growth 1986: 20%
Years active in TPM: 15

THE COMPANY

Service Locations:	8	Total Service Employees:	65
Repair Depots:	8	Total Service Management:	6
Parts Depots:	8	Field Engineers:	56
		Field Support Specialists:	3

Geographic Coverage: NEW YORK, NEW JERSEY, CONNECTICUT, PHILDELPHIA (PA) AREA

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, KAYPRO, PANASONIC, APPLE, COMMODORE, EPSON, OKIDATA, NEC, C-ITOH

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	70%
Depot Repair	5%
Remote Support Services	25%

BUSINESS BASE

Contract Based Service	60%
Flat Fee Per Incident	20%
Hourly/Per Call	20%

Prime time hourly per call rate is \$ 55.



PACIFIC COMPUTER CORPORATION
279 SINCLAIR FRONTAGE ROAD
MILPITAS, CA 95035
(408) 263-3033

1985 TPM Revenues: \$ 5.5 million
Percent growth 1986: 35%
Years active in TPM: 2

THE COMPANY

Service Locations:	15	Total Service Employees:	23
Repair Depots:	5	Total Service Management:	1
Parts Depots:	5	Field Engineers:	23

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Peripherals

BRANDS SERVICED

IBM, STC, CDC, AMDAHL, MEMOREX

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/>	Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/>	Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/>	Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input type="checkbox"/>	Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease	<input type="checkbox"/>		

SERVICE DELIVERY MODES

BUSINESS BASE

On-Site Service	95%	Contract Based Service	95%
Depot Repair	5%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is \$115.



PERIPHERAL SERVICE PRODUCTS

2235 FARADAY AVENUE
SUITE N
CARLSBAD, CA 92008
(619) 438-8381

1985 TPM Revenues: \$ 1.2 million
Percent growth 1986: 50%
Years active in TPM: 3

THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Support Specialists:	4

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

DATA GENERAL, CDC, DEC, TANDON, CENTURY, MPI, QUME, OTHERS

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%



PERIPHERALS

1363 LOGAN AVENUE
COSTA MESA, CA 92626
(714) 540-4925

1985 TPM Revenues: \$ 1.0 million

Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	16
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	3
		Field Support Specialists:	10

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

MOST MAJOR MANUFACTURERS OF WINCHESTER DRIVES AND REMOVABLE DISK PACKS

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%



PRECISION METHODS

8825 TELEGRAPH ROAD
LORTON, VA 22079
(703) 339-7050

Percent growth 1986: 20%
Years active in TPM: 15

THE COMPANY

Service Locations:	9	Total Service Employees:	80
Repair Depots:	3	Total Service Management:	4
Parts Depots:	3	Field Engineers:	40
		Field Support Specialists:	36

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

MOST MAJOR BRANDS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES**BUSINESS BASE**

On-Site Service	33%	Contract Based Service	25%
Depot Repair	67%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	75%

Prime time hourly per call rate is \$ 60.



PREMIER COMPUTER CORPORATION
8300 NORMAN CENTER DRIVE
SUITE 1270
MINNEAPOLIS, MN 55437
(800) 432-3475

Years active in TPM: 2

THE COMPANY

Service Locations: 1
Repair Depots: 1

Total Service Employees: 250

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

CDC, TANDON, IBM COMPATIBLE DRIVES

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 0%
Depot Repair 99%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 15%
Flat Fee Per Incident 85%
Hourly/Per Call 0%



PRITRONIX, INCORPORATED

2629 NORTH STEMMONS
SUITE #200
DALLAS, TX 75207
(214) 630-3366

Years active in TPM: 4

THE COMPANY

Service Locations:	6	Total Service Employees:	46
Repair Depots:	6	Total Service Management:	3
Parts Depots:	6	Field Engineers:	40
		Field Support Specialists:	3

Geographic Coverage: TEXAS, COLORADO, WASHINGTON D.C.

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, COMPAQ, HP, AND OTHER MAJOR MICROCOMPUTER MANUFACTURERS

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/>	Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input type="checkbox"/>	Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/>	Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/>	Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease			

SERVICE DELIVERY MODES

On-Site Service	85%
Depot Repair	15%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	0%
Hourly/Per Call	0%

Prime time hourly per call rate is \$ 65.



PROTEK COMPUTER SERVICES
11670 SEABOARD CIRCLE
STANTON, CA 90680
(714) 898-9012

1985 TPM Revenues: \$ 1.9 million

Years active in TPM: 4

THE COMPANY

Service Locations:	2	Total Service Employees:	18
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	9
		Field Support Specialists:	6

Geographic Coverage: SOUTHERN CALIFORNIA, AND SAN FRANCISCO BAY AREA

PRODUCTS SERVICED

- Minicomputers
- Peripherals

BRANDS SERVICED

SPERRY, CIPHER, KENNEDY, VARIAN, EMULEX, FUJITSU, SPECTRA LOGIC

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

BUSINESS BASE

On-Site Service	46%	Contract Based Service	40%
Depot Repair	46%	Flat Fee Per Incident	15%
Remote Support Services	8%	Hourly/Per Call	45%

Prime time hourly per call rate is \$ 60.



R & M ASSOCIATES

52 PARK AVENUE
PARK RIDGE, NJ 07656
(201) 391-0446

Years active in TPM: 16

THE COMPANY

Service Locations:	3	Total Service Employees:	25
Repair Depots:	1	Total Service Management:	10
Parts Depots:	2	Field Engineers:	20
		Field Support Specialists:	5

Geographic Coverage: NEW YORK, NEW JERSEY, CONNECTICUT, AND PENNSYLVANIA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

DEC, DG, NOVA, PRINTRONIX, IMAGEN, EMULEX, TEXAS INSTRUMENTS, CIPHER,
CENTRONICS, FUJITSU, HAZELTINE, KENNEDY, OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	80%
Depot Repair	20%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	66%
Flat Fee Per Incident	34%
Hourly/Per Call	0%

Prime time hourly per call rate is \$ 85.



RADIAN CORPORATION
UNITED PRODUCTS DIVISION
8501 MO-PAC BLVD.
AUSTIN, TX 78766
(512) 454-4797

Percent growth 1986: 30%
Years active in TPM: 14

THE COMPANY

Service Locations: 22
Repair Depots: 1

Total Service Employees: 50
Field Engineers: 35
Field Support Specialists: 15

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

TEXAS INSTRUMENTS, IBM, FUJITSU, CENTURY, CDC, CIPHER, PERTEC, NEC, SPECTRA LOGIC, EMULEX, ZETACO, PRINTRONIX, DATPRINTER, DATAPRODUCTS, OKIDATA, EPSON, DEC AND MORE

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u> </u> File Conversion
<u> </u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 90%
Depot Repair 10%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 90%
Flat Fee Per Incident 0%
Hourly/Per Call 10%

Prime time hourly per call rate is \$ 72.



REYNOLDS & REYNOLDS
115 SOUTH LUDLOW
P.O. BOX 2608
DAYTON, OH 45401
(513) 449-4008

Years active in TPM: 16

THE COMPANY

Service Locations: 82
Repair Depots: 1

Total Service Employees: 225

Field Engineers: 225

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, NCR, ONYX, BTI, TEXAS INSTRUMENTS, TELEVIDEO, C.ITOH, EPSON

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 99%
Depot Repair 1%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 99%
Flat Fee Per Incident 0%
Hourly/Per Call 1%

Prime time hourly per call rate is \$ 70.



RICOH CORPORATION
5 DIDERICH PLACE
WEST CALDWELL, NJ 07006
(201) 882-2087

Years active in TPM: 5

THE COMPANY

Service Locations: 80
Repair Depots: 6

Total Service Employees: 335
Total Service Management: 70
Field Engineers: 225
Field Support Specialists: 40

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

RICOH, CBT, AMDEK, HAMILTON, CPT, NBI, TANDY

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 90%
Depot Repair 10%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 95%
Flat Fee Per Incident 0%
Hourly/Per Call 5%

Prime time hourly per call rate is \$ 80.



SCOPUS CORPORATION

333 AIKEN STREET
P.O. BOX 1437
LOWELL, MA 01853
(800) 225-0893

1985 TPM Revenues: \$ 10.0 million
Percent growth 1986: 10%
Years active in TPM: 16

THE COMPANY

Service Locations: 20	Total Service Employees: 150
Repair Depots: 20	
Parts Depots: 20	Field Engineers: 100
	Field Support Specialists: 50

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

IBM, DEC, OTHER MAJOR BRANDS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	99%
Depot Repair	1%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	99%
Hourly/Per Call	1%

Prime time hourly per call rate is \$100.



SENTINEL COMPUTER SERVICES

1010 JORIE BLVD.

SUITE #360

OAK BROOK, IL 60521

(312) 920-9070

1985 TPM Revenues: \$ 7.0 million

Percent growth 1986: 85%

Years active in TPM: 4

THE COMPANY

Service Locations:	3	Total Service Employees:	130
Repair Depots:	2	Total Service Management:	20
Parts Depots:	3	Field Engineers:	80
		Field Support Specialists:	30

Geographic Coverage: CENTRAL U.S.

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, DEC, WANG, CDC, FUJITSU, EMULEX, OTHERS

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	98%
Depot Repair	2%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	80%
Flat Fee Per Incident	5%
Hourly/Per Call	15%



SERVICELAND, INCORPORATED
2630 TOWNSGATE ROAD
WESTLAKE VILLAGE, CA 91361
(805) 495-8045

Years active in TPM: 4

THE COMPANY

Service Locations:	9	Total Service Employees:	78
Repair Depots:	10	Total Service Management:	4
Parts Depots:	9	Field Engineers:	65
		Field Support Specialists:	13

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

ADDS, ALLOY, APPLE, AST, BROTHER, CANON, C.ITOH, CENTRONICS, COMPAQ,CDC, DATAPRODUCTS, DATASOUTH, DCA, DAVONG, DIABLO, HAYES, SHUGART, WYSE, HP, IBM, KAYPRO, IOMEGA, JUKI, INFOSCRIBE, NEC, OKIDATA, QUME, OLIVETTI, TANDON, STAR, XEBEC AND MORE

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	70%
Depot Repair	30%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	70%
Flat Fee Per Incident	0%
Hourly/Per Call	30%

Prime time hourly per call rate is \$ 65.



SERVITECH, INCORPORATED
1409 CENTRE CIRCLE DRIVE
DOWNERS GROVE, IL 60515
(312) 620-8750

1985 TPM Revenues: \$ 1.4 million

Years active in TPM: 14

THE COMPANY

Service Locations:	1	Total Service Employees:	34
Repair Depots:	1	Total Service Management:	5
Parts Depots:	1	Field Engineers:	15
		Field Support Specialists:	14

Geographic Coverage: CHICAGO

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

ALPHA MICRO, DG, DCC, DEC, NIXDORF, POINT 4, ROYAL, STAR, ADDS, TI, AMPEX, C.ITOH, ESPRIT, HAZELTINE, LEAR SIEGLER, QUME, TELEVIDEO, WYSE, CENTRONICS, IBM, OKIDATA, DIABLO, GENICOM, DATAPRODUCTS, DATASOUTH, PRINTRONIX, CDC, PERTEC AND MANY MO

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	75%
Depot Repair	25%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	75%
Flat Fee Per Incident	25%
Hourly/Per Call	0%

Prime time hourly per call rate is \$ 78.



SHIELDS BUSINESS MACHINES

410 NORTH 8TH STREET
PHILADELPHIA, PA 19123
(215) 922-6161

1985 TPM Revenues: \$ 5.9 million
Percent growth 1986: 20%
Years active in TPM: 15

THE COMPANY

Service Locations:	4	Total Service Employees:	67
Repair Depots:	4	Total Service Management:	8
Parts Depots:	4	Field Engineers:	55
		Field Support Specialists:	4

Geographic Coverage: PHILADELPHIA (PA), WASHINGTON DC, HOUSTON (TX), AND ORLANDO (FL)

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products

BRANDS SERVICED

IBM, NCR, BURROUGHS, BELL & HOWELL, 3M, SHARP

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	92%
Flat Fee Per Incident	0%
Hourly/Per Call	8%

Prime time hourly per call rate is \$100.



SIRIUS COMPUTER

14600 GOLDEN WEST STREET
SUITE A-101
WESTMINSTER, CA 92683
(714) 895-2229

Years active in TPM: 6

THE COMPANY

Service Locations:	1	Total Service Employees:	20
Repair Depots:	1	Total Service Management:	2
		Field Engineers:	15
		Field Support Specialists:	2

Geographic Coverage: SOUTHERN CALIFORNIA

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL, WANG, KENNEDY, PRINTRONIX, DATAPRODUCTS, AND OTHERS

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	85%
Flat Fee Per Incident	0%
Hourly/Per Call	15%

Prime time hourly per call rate is \$ 75.



SYSTEMS INDUSTRIES

1855 BARBER LANE
MILPITAS, CA 95035
(408) 942-1212

1985 TPM Revenues: \$ 20.0 million
Percent growth 1986: 10%
Years active in TPM: 17

THE COMPANY

Service Locations: 70
Repair Depots: 1

Total Service Employees: 209
Total Service Management: 17
Field Engineers: 180
Field Support Specialists: 12

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

FUJITSU, CDC, TELEX, OTHERS

SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 90%
Depot Repair 10%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 100%
Flat Fee Per Incident 0%
Hourly/Per Call 0%

Prime time hourly per call rate is \$115.



TELOS CORPORATION

3420 OCEAN PARK BLVD.
SANTA MONICA, CA 90405
(213) 450-2424

1985 TPM Revenues: \$ 8.0 million
Percent growth 1986: 25%
Years active in TPM: 11

THE COMPANY

Service Locations:	46	Total Service Employees:	130
Repair Depots:	1	Total Service Management:	7
Parts Depots:	46	Field Engineers:	118
		Field Support Specialists:	5

Geographic Coverage: WESTERN AND CENTRAL U.S.

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, NAS, DEC, HP, OTHERS

SERVICES PROVIDED

<u> </u> Manufacturer Warranty	<u> x </u>	Installation/Relocation	<u> x </u>	Refurbishment
<u> x </u> Preventive Maintenance	<u> x </u>	Remedial Maintenance	<u> x </u>	Training
<u> x </u> Engineering Changes	<u> x </u>	Conversion Upgrade	<u> x </u>	Disaster Recovery
<u> </u> Software Maintenance	<u> x </u>	Programming/Consulting	<u> </u>	File Conversion
<u> </u> Equipment Sale/Lease				

SERVICE DELIVERY MODES

On-Site Service	95%
Depot Repair	5%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	95%
Flat Fee Per Incident	0%
Hourly/Per Call	5%



TERMINALS UNLIMITED, INC.
360 S. WASHINGTON STREET
FALLS CHURCH, VA 22046
(703) 237-8666

Percent growth 1986: 10%
Years active in TPM: 5

THE COMPANY

Service Locations:	10	Total Service Employees:	22
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	18

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, QUME, TANDON, MULTI TECH, CORDATA, STAR MICRONICS, DATASOUTH, AND OTHERS

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u> </u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u> </u> Disaster Recovery
<u> </u> Software Maintenance	<u>x</u> Programming/Consulting	<u> </u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	70%
Depot Repair	30%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	90%
Flat Fee Per Incident	0%
Hourly/Per Call	10%

Prime time hourly per call rate is \$ 80.



TRANS DATACORP

1717 OLD COUNTY ROAD
BELMONT, CA 94002
(415) 591-5705

1985 TPM Revenues: \$ 5.0 million

Years active in TPM: 11

THE COMPANY

Service Locations: 1
Repair Depots: 1

Total Service Employees: 90

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

CDC, CENTURY DATA, AMPEX, DATA GENERAL, DIABLO, ISS

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 0%
Depot Repair 100%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 0%
Flat Fee Per Incident 100%
Hourly/Per Call 0%



TRW MEDICAL ELECTRONICS DIV.

3555 WOODHEAD DRIVE
NORTH BROOK, IL 60062
(312) 564-5510

1985 TPM Revenues: \$ 20.0 million
Percent growth 1986: 25%
Years active in TPM: 15

THE COMPANY

Service Locations: 12
Repair Depots: 12
Parts Depots: 12

Total Service Employees: 270
Total Service Management: 25
Field Engineers: 150
Field Support Specialists: 95

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, DATA GENERAL, PERKIN ELMER

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service 75%
Depot Repair 25%
Remote Support Services 0%

BUSINESS BASE

Contract Based Service 85%
Flat Fee Per Incident 0%
Hourly/Per Call 15%

Prime time hourly per call rate is \$ 85.



UNITED COMPUTER SYSTEMS, INC.

10564 PROGRESS WAY
CYPRESS, CA 90630
(714) 220-2931

1985 TPM Revenues: \$ 1.0 million
Percent growth 1986: 2%
Years active in TPM: 2

THE COMPANY

Service Locations:	1	Total Service Employees:	15
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Support Specialists:	11

Geographic Coverage: CALIFORNIA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

PERKIN ELMER, IBM, DUCOM, AT&T

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>x</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>x</u> Disaster Recovery
<u>x</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>x</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	10%
Flat Fee Per Incident	0%
Hourly/Per Call	90%



URS CORPORATION

ONE POPE STREET

WAKEFIELD, MT 01880

(617) 438-4300

1985 TPM Revenues: \$ 10.0 million

Percent growth 1986: 30%

Years active in TPM: 17

THE COMPANYService Locations: 1
Repair Depots: 1Total Service Employees: 30
Total Service Management: 7
Field Engineers: 20
Field Support Specialists: 3

Geographic Coverage: NEW ENGLAND

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM

SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

SERVICE DELIVERY MODESOn-Site Service 100%
Depot Repair 0%
Remote Support Services 0%**BUSINESS BASE**Contract Based Service 95%
Flat Fee Per Incident 0%
Hourly/Per Call 5%

Prime time hourly per call rate is \$ 70.



W.A. BROWN INSTRUMENTS, INC.
P.O. BOX 513
ORLANDO, FL 32802
(305) 425-5505

1985 TPM Revenues: \$ 1.5 million
Percent growth 1986: 68%
Years active in TPM: 15

THE COMPANY

Service Locations:	8	Total Service Employees:	22
Repair Depots:	1	Total Service Management:	1
Parts Depots:	8	Field Engineers:	12
		Field Support Specialists:	9

Geographic Coverage: SOUTH EASTERN U.S.

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

NEC, VISUAL, ESPRIT, INTERMEC, HAZELTINE, CIE, IMAGEN, GENICOM

SERVICES PROVIDED

<u>x</u> Manufacturer Warranty	<u>x</u> Installation/Relocation	<u>x</u> Refurbishment
<u>x</u> Preventive Maintenance	<u>x</u> Remedial Maintenance	<u>x</u> Training
<u>—</u> Engineering Changes	<u>x</u> Conversion Upgrade	<u>—</u> Disaster Recovery
<u>—</u> Software Maintenance	<u>x</u> Programming/Consulting	<u>—</u> File Conversion
<u>x</u> Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	75%
Depot Repair	10%
Remote Support Services	15%

BUSINESS BASE

Contract Based Service	75%
Flat Fee Per Incident	10%
Hourly/Per Call	15%

Prime time hourly per call rate is \$ 85.

